WHAT IS CLAIMED IS:

1.   A system for managing defective module information, comprising:

a network;

a database operatively connected to said network;

an operator workstation operatively connected to said network and including an operator input device and an operator display device, said operator workstation displaying an operator graphical user interface on said operator display device permitting an operator to log a symptom of a defect and corresponding module identification information to said database via said network;

a troubleshooter workstation operatively connected to said network and including a troubleshooter input device and a troubleshooter display device, said troubleshooter workstation displaying a troubleshooter graphical user interface on said troubleshooter display device permitting a troubleshooter to view the logged symptom for an identified module and log a defect to said database via said network;

a reworker workstation operatively connected to said network and including a reworker input device and a reworker display device, said reworker workstation displaying a reworker graphical user interface on said reworker display device permitting a reworker to view the logged symptom and defect for the identified module and log an action to said database via said network; and

an inspector workstation operatively connected to said network and including an inspector input device and an inspector display device, said inspector workstation displaying an

inspector graphical user interface on said inspector display device permitting an inspector to view the logged symptom, defect, and action for the identified module and log feedback information to said database via said network.

2.   The system according to claim 1,

said operator graphical user interface on said operator display device permitting the operator to log the symptom and a symptom category to said database via said network; and

said operator workstation generating a list of available symptoms depending upon the symptom category entered by the operator.

3.   The system according to claim 1,

said troubleshooter graphical user interface on said troubleshooter display device permitting the troubleshooter to log the defect and a defect category to said database via said network; and

said troubleshooter workstation generating a list of available defects depending upon the defect category entered by the troubleshooter.

4.   The system according to claim 1,

said reworker graphical user interface on reworker display device permitting the reworker to log the action and an action category to said database via said network; and

said reworker workstations generating a list of available actions depending upon the action category entered by the reworker.

5.   The system according to claim 1,

said operator graphical user interface on said operator display device permitting the operator to log the symptom and a symptom category to said database via said network;

said troubleshooter display device permitting a troubleshooter to view the logged symptom and symptom category for the identified module and log the defect and a defect category to said database via said network;

said reworker graphical user interface permitting the reworker to view the logged symptom, symptom category, defect and defect category for the identified module and log the action and an action category to said database via said network; and

said inspector graphical user interface permitting the inspector to view the logged symptom, symptom category, defect, defect category, action and action category for the identified module and log feedback information to said database via said network.

6.   The system according to claim 1,

said operator graphical user interface including a process step area permitting the operator to associate the symptom to a corresponding process step.

7.   The system according to claim 1,

said operator graphical user interface including a process area and a process step area permitting an operator to associate the symptom to a corresponding process and process step.

8.   The system according to claim 1,

said troubleshooter graphical user interface including a process step area permitting the troubleshooter to associate the defect to a corresponding process step.

9.   The system according to claim 1,

said troubleshooter graphical user interface including a process area and a process step area permitting an operator to associate the defect to a corresponding process and process step.

10.   The system according to claim 1, further comprising:

a plurality of said operator workstations, said troubleshooter workstations, said reworker workstations, and said inspection workstations operatively connected to said network.

11.   The system according to claim 1, further comprising:

said operator graphical user interface and said troubleshooter graphical user interface including a lookup button permitting a user to enter a module serial number and send a module lookup request to said database via said network,

said database providing module information in response to the module lookup request via said network;

said operator graphical user interface and said troubleshooter graphical user interface displaying the module information provided by said database.

12.   A system for managing defective module information, comprising:

a network;

a database operatively connected to said network;

a plurality of workstations operatively connected to said network and including an input

device and a display device;

a defect information management application program installed on said workstations; and

a graphical user interface generated by said defect information management application

program and displayed on the display devices of said workstations;

said graphical user interface including a symptoms information area permitting a user to

log symptoms of a defect and corresponding module identification information to said database

via said network.

13.   The system according to claim 12,

wherein said symptoms information area includes a symptom category area and a

symptoms area permitting the user to log symptom categories and symptoms to said database via

said network,

said defect information management application program presenting a list of available

symptoms associated with said symptom area depending upon the symptom category entered in

said symptom category area by the user.

14.   The system according to claim 12,

wherein the symptoms information area includes a process step area permitting the user

to associate defect symptoms to a corresponding process step.

15.   The system according to claim 12,

wherein the symptoms information area includes a process area and a process step area

permitting an operator to associate defect symptoms to a corresponding process and process step.

16.   The system according to claim 12,

said input device permitting the user to identify a module;

said graphical user interface permitting the user to view logged defect symptoms for the

identified module;

said graphical user interface including a defects information area permitting the user to

log defects for the identified module to said database via said network.

17.   The system according to claim 16,

wherein said defects information area includes a defects category area and a defects area

permitting the user to log defect categories and defects to said database via said network,

said defect information management application program generating a list of available

defects associated with said defects area depending upon the defects category entered in said

defects category area by the user.

18.   The system according to claim 16,

wherein the defects information area includes a process step area permitting the user to associate defects to a corresponding process step.

19.   The system according to claim 16,

wherein the defects information area includes a process area and a process step area permitting an operator to associate defects to a corresponding process and process step.

20.   The system according to claim 16,

said input device permitting the user to identify a module;

said graphical user interface permitting the user to view logged defect symptoms and defects for the identified module;

said graphical user interface including an action information area permitting the user to log corrective actions for the identified module to said database via said network.

21.   The system according to claim 20,

said action information area of said graphical user interface including an action category and an action area permitting the user to log action categories and actions for the identified module to said database via said network.

22.   The system according to claim 20,

said action information area of said graphical user interface including a comment area permitting the user to log comments for the identified module.

23. The system according to claim 20,

said input device permitting the user to identify a module;

said graphical user interface permitting an operator to view logged defect symptoms,

defects, and actions for the identified module; and

said graphical user interface including a feedback information area permitting an operator

to log feedback for the identified module to said database via said network.

24. The system according to claim 12,

wherein said input device includes a bar code scanner.

25. A method of managing defective module information using a database and workstations

operatively connected to a network, comprising:

generating a graphical user interface;

displaying the graphical user interface on respective display devices of the workstations;

said generating step generating a symptoms information area in the graphical user

interface permitting a user to log symptoms of a defect and corresponding module identification

information to the database via the network.

26. The method according to claim 25,

wherein the symptoms information area includes a symptom category area and a symptoms area permitting the user to log symptom categories and symptoms to said database via said network,

the method further comprising:

generating a list of available symptoms associated with said symptom area depending upon the symptom category entered in the symptom category area by the user.

27.   The method according to claim 25,

wherein the symptoms information area includes a process step area permitting the user to associate defect symptoms to a corresponding process step.

28.   The method according to claim 25,

wherein the symptoms information area includes a process area and a process step area permitting an operator to associate symptoms to a corresponding process stage and process step.

29.   The method according to claim 25, further comprising:

identifying a module;

wherein the graphical user interface permits the user to view logged symptoms for the identified module;

wherein the graphical user interface includes a defects information area permitting the user to log defects for the identified module to the database via the network.

30.   The method according to claim 29,

wherein the defects information area includes a defects category area and a defects area

permitting the user to log defect categories and defects to the database via the network,

the method further comprising:

generating a list of available defects associated with said defects area depending upon the

defects category entered in the defects category area by the user.

31.   The method according to claim 29,

wherein the defects information area includes a process step area permitting the user to

associate defects to a corresponding process step.

32.   The method according to claim 29,

wherein the defects information area includes a process area and a process step area

permitting an operator to associate defects to a corresponding process and process step.

33.   The method according to claim 29, further comprising:

identifying a module;

wherein the graphical user interface permits the user to view logged symptoms and

defects for the identified module; and

wherein the graphical user interface includes an action information area permitting the

user to log corrective actions for the identified module to the database via the network.

34.   The method according to claim 33,

wherein the action information area of the graphical user interface includes an action

category and an action area permitting the user to log action categories and actions for the

identified module to the database via the network.

35.   The method according to claim 33,

wherein the action information area of the graphical user interface includes a comment

area permitting the user to log comments for the identified module.

36.   The method according to claim 33,

identifying a module;

wherein the graphical user interface permits an operator to view logged defect symptoms,

defects, and actions for the identified module; and

wherein the graphical user interface includes a feedback information area permitting an

operator to log feedback for the identified module to the database via the network.